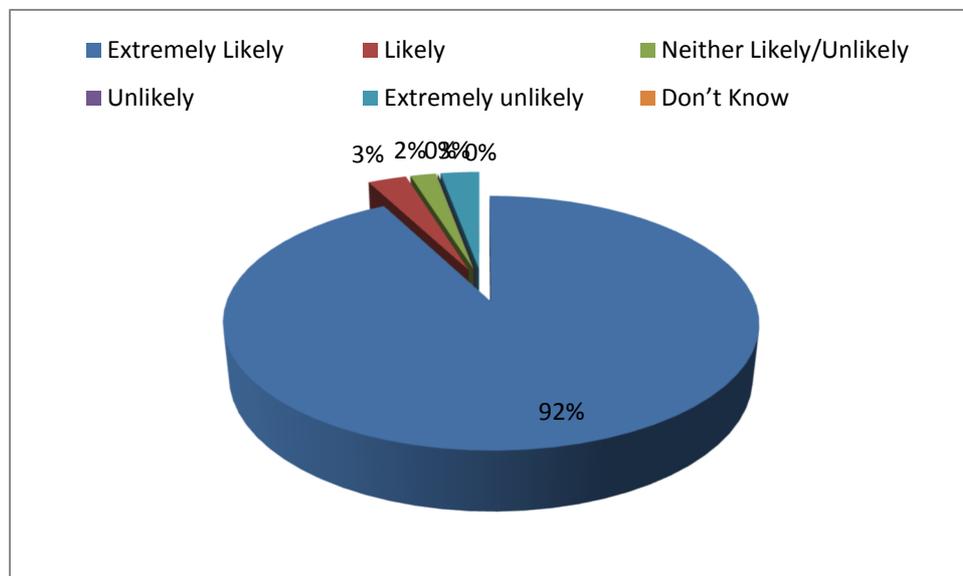


Results for October 2018

Friends & Family

How likely are you to recommend our GP Surgery to Friends & Family?



Comments - What do you like about the service you received today?

- 1) Response
- 2) Punctual
- 3) Efficiency.
- 4) Helpful and kind staff.
- 5) Efficient, friendly and on time
- 6) Appointment on time and staff very friendly
- 7) Friendly staff seen on time quick and efficient appointment made to feel at ease
- 8) Caring
- 9) Polite friendly and efficient
- 10) Friendly, prompt, professional service.
- 11) Really efficient friendly receptionists, Becca the midwife was punctual and friendly, appointment was on time
- 12) The doctor
- 13) Helpful and pleasant ladies on reception and fantastic service from the doctor.
- 14) Friendly helpful staff and extremely clean surgery
- 15) Ease of making nurse appointment, confidence in care, friendly and courteous.
- 16) Pleasant and efficient staff and relaxing atmosphere.
- 17) Great service and people
- 18) Nurse was very competent
- 19) Got a appointment the same so my problem got sorted out and I saw a very nice nurse who is new in the surgery

- 20) Appointment was not rushed. Dr Ronaghy was very good, listening and I was able to tell everything I wanted and take part in decision making
- 21) They referred me to A&E and they kept me in overnight with treatment
- 22) Efficient on time and great Doctor
- 23) Very friendly service
- 24) Warm, personal approach from staff who know us well. No wait. Flexible response to requests
- 25) Seen on time and very helpful
- 26) Easy to book, prompt and very helpful
- 27) Friendly and helpful
- 28) On time and Penny is such a lovely lady
- 29) Quick and efficient.
- 30) The warm welcome and clear explanation of what I do next and when
- 31) Made to feel very relaxed and unrushed
- 32) It was very quick but everything was explained to me, and the nurse made me feel less anxious
- 33) Good
- 34) Punctual, friendly and it didn't hurt. Bonus —
- 35) Speed. Professionalism.
- 36) Efficient nurse
- 37) Very apologetic nurse for time delay . Fast and efficient
- 38) Short waiting time. Kind & efficient attention from Dr Mackenzie
- 39) Friendly and helpful visit
- 40) Excellent service from Louise had INR and flu jab Louise is a credit to the surgery and NHS
- 41) Good service seen quickly everything is very good.
- 42) Very efficient.
- 43) Friendliness and approach of staff
- 44) All the staff are always friendly and helpful
- 45) Prompt & efficient service.
- 46) Very helpful
- 47) Everyone is very helpful
- 48) Efficient service and on time appointment
- 49) Good clinical care
- 50) quick. excellent. fast service.
- 51) Efficient and professional
- 52) Helpful
- 53) Quick and efficient
- 54) Great bedside manner.
- 55) Excellent doctor, very caring and very professional and reassuring.
- 56) Absolutely first class
- 57) It was on time.
- 58) Very friendly and rearranged appointment very quickly
- 59) Friendly
- 60) On time and very friendly staff . I was impressed. Mella Pepper
- 61) Friendly service quick
- 62) Good but I had to wait an hour to be seen.
- 63) Efficient, professional and friendly
- 64) Excellent service
- 65) Interaction with doctor and the care offered.
- 66) Very friendly
- 67) Quick friendly caring and efficient
- 68) Professional service as always
- 69) Liked the politeness of staff but wish they didn't have radio blaring. If I'd had a headache I'd have walked out. It was a horrid radio channel.
- 70) Very friendly staff
- 71) Everything ran like clockwork